INSTALLATION INSTRUCTIONS

ECOSMART ELECTRIC TANKLESS WATER HEATER MODELS:
ECO-21 / ECO-24 / ECO-27

The most technologically advanced tankless hot water heater in today's market.
99.8% Energy-efficient

"No Tank, No Wait, No Comparison"

IMPORTANT SAFETY INFORMATION

As when installing or operating any high voltage electrical appliance, basic safety precautions must always be followed.
ALWAYS shut off all power to the Ecosmart unit directly at the electrical breaker box before attempting to clean, install, inspect, repair, disassemble, or otherwise service this unit.

SERIOUS BODILY INJURY OR DEATH COULD OCCUR IF SAFETY PRECAUTIONS ARE NOT FOLLOWED. THIS PRODUCT MUST BE PROFESSIONALLY INSTALLED BEFORE USE.
FAILURE TO DO SO COULD CAUSE PROPERTY DAMAGE, SERIOUS PERSONAL INJURY OR DEATH, AND WILL VOID THE WARRANTY.
THIS WATER HEATER MUST BE INSTALLED BY A LICENSED ELECTRICIAN AND PLUMBER.
PROOF OF INSTALLATION MUST ACCOMPANY THE WARRANTY REGISTRATION CARD.

PLEASE FOLLOW ALL RECOMMENDATIONS AND LOCAL CODE AND PERMIT REQUIREMENTS.

TURN OFF ELECTRICAL SUPPLY MAIN AND WATER SUPPLY BEFORE ATTEMPTING INSTALLATION OR SERVICING THE UNIT.

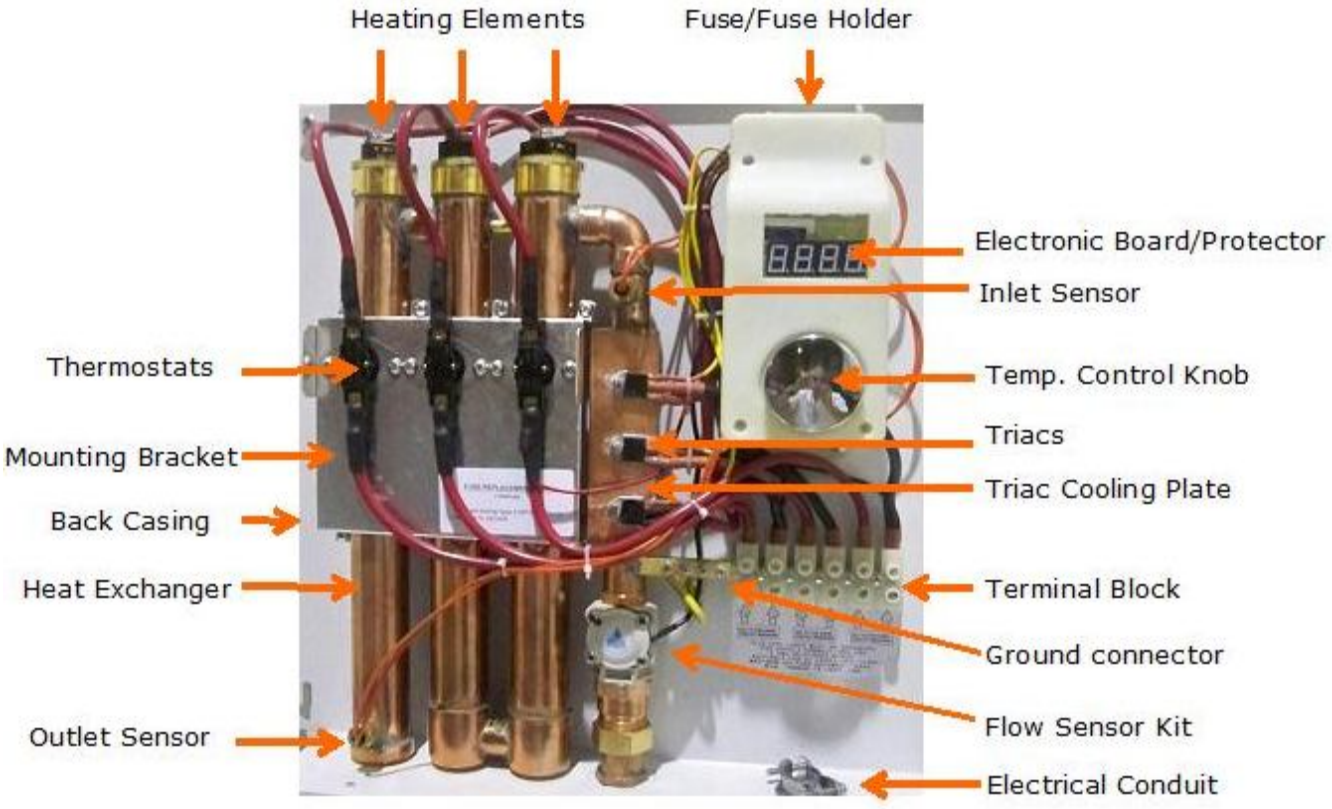
DO NOT TURN ON ELECTRICAL SUPPLY OR WATER SUPPLY UNTIL INSTALLATION IS PROPERLY COMPLETED.

FAILURE TO FOLLOW PROPER PROCEDURES IS HAZARDOUS.
IT MAY ALSO DAMAGE THE WATER HEATER AND WILL VOID THE WARRANTY.

- **DO NOT** remove the heater cover, open the unit, or break the seal. This could cause **DEATH OR INJURY** and will **VOID THE WARRANTY**.
- **DO NOT** install the electric tankless water heater unit in a shower or in any location where it might come into contact with water or where it can be reached or adjusted by anyone while using water.
- **DO NOT** attempt to install yourself. Although installation is simple, it should only be done by a licensed plumber or electrician.
- **DO NOT** operate the unit if water ceases to flow during use. Discontinue use and contact technical support at:

WWW.ECOSMARTUS.COM
phone: 305-623-7900 or 877-47-GOGREEN

PART IDENTIFICATION



SELECTING A LOCATION FOR INSTALLATION

THIS PRODUCT IS DESIGNED TO BE INSTALLED INDOORS ONLY.

THE FOLLOWING SHOULD BE CONSIDERED WHEN SELECTING A LOCATION IN WHICH TO INSTALL THE HEATER:

- The existing plumbing configuration. It is preferable to mount the unit in a location which will not require major plumbing alterations.
- The location of the main electrical panel. Mounting the unit in close proximity to the main electrical panel will reduce the quantity of wire needed for installation.
- Locations of the kitchen, bathrooms, and laundry area. Ideally the water heater should be installed near the hot water applications (such as faucets or showers) which are used the most frequently. This will allow for the most rapid delivery of hot water on demand.
- Ease of access to the unit for service. Do not install the water heater in a location which is difficult to access for maintenance or to adjust the thermostat setting. Typically, the tankless hot water heater will be mounted near the location of the previous tank hot water heater. This product does not require venting.

SAFETY PRECAUTIONS FOR SELECTING AN INSTALLATION SITE:

- **DO NOT** install the unit where it may come into contact with combustible materials. A minimum of 24 inches clearance must be maintained between combustible materials and the hot water heater and the outlet hot water pipe.
- **DO** install the unit out of the reach of children to avoid injury or tampering with the water temperature setting. The hot water outlet pipe can become very hot and should not be touched.
- **DO NOT** install the unit in a location where it might come into contact with water, excess dust, high humidity, or any other form of moisture. Do not install the unit under water pipes or air conditioning lines, as they may leak or drip condensation onto the water heater.
- **DO NOT** install the water heater above electrical boxes or junctions.

YOU *MAY* BE ABLE TO INSTALL THE WATER HEATER IN AN OUTDOOR LOCATION ONLY IF THE FOLLOWING CONDITIONS ARE MET:

- The heater is mounted in a suitable enclosure that protects it from rain, splashed water, direct sunlight, debris, and insects.
- **DO NOT** install the unit in a location where it may be subjected to freezing temperatures. If water inside the unit freezes, it can cause permanent damage to the heater which is not covered under warranty. If you ever suspect that water may have frozen inside your water heater, allow it to thaw and check the system for leaks before turning it on. Contact Ecosmart technical support for instructions.

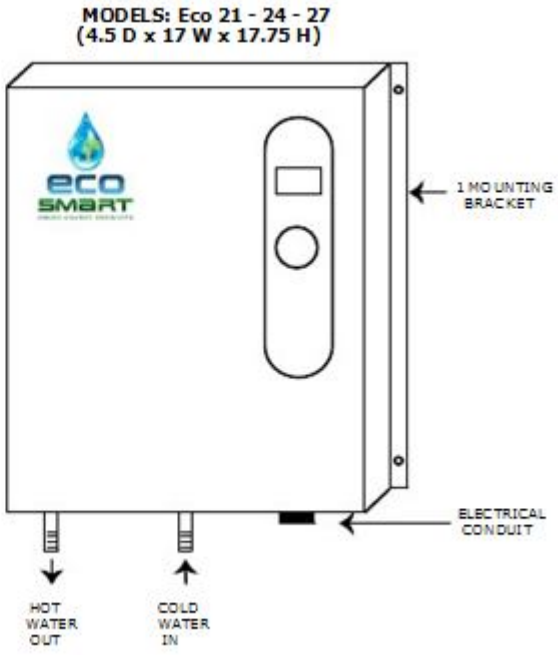
SPECIAL INSTRUCTIONS FOR INSTALLATION ON A SECOND FLOOR OR IN A HEATED ATTIC:

- Always follow all local codes in your area for installing a water heater in these locations.
- Install a drip pan connected to a safe drain below the water heater to avoid property damage in the unlikely event of a leak.
- Alternatively, an active water leak detector and shut off valve may be installed which will automatically turn off the water supply in the unlikely event that a leak is detected. Ecosmart recommends the FloodStopper by First Smart Sensor Corp. - www.a-leak-detector.com.

MOUNTING INSTRUCTIONS

- Select a mounting location which is solid and secure.
- Install the water heater in an upright position with the inlet and outlet water connections at bottom of the unit. Ensure unit is level prior to securing the screws.
- The water heater should be mounted using a total of 4 screws through the built-in mounting brackets on each side of the unit. Minimum screw length is 1 inch long.
- Recommended clearances: 12” above and below the unit, 6” on each side, and 6” to front panel.

A MINIMUM OF 24 INCHES CLEARANCE MUST BE MAINTAINED BETWEEN COMBUSTIBLE MATERIALS AND THE HOT WATER HEATER AND THE OUTLET HOT WATER PIPE.



PLUMBING

THE WATER HEATER MUST BE INSTALLED BY A LICENSED PLUMBER IN ACCORDANCE WITH ALL NATIONAL, STATE, LOCAL, AND/OR PROVINCIAL PLUMBING CODES.

GENERAL PLUMBING GUIDELINES:

- The Ecosmart electric tankless water heater is supplied with 1/2" compression fittings. Do not weld, use paste, or Teflon on fittings. Use of solder on the water inlet or outlet connections can damage the flow sensor and will void the warranty.
- When connecting the inlet water hose to the unit, use one wrench to hold the unit's connection and a second wrench to tighten the hose. This will avoid potentially loosening or damaging the flow sensor. Over-tightening inlet connections can cause serious damage to the water heater which is not covered under warranty.
- Use of water heater flex hoses is recommended for ease of installation. It is recommended that copper pipe be used within 3 feet of the inlet and outlet hoses. Other forms of plastic tubing may also be acceptable as long as it is rated for high temperature applications.
- Use of a temperature pressure relief valve (T&P) is not required for most installations because this water heater is tankless and does not store water. However, the valve is recommended when connecting to flex or high temperature CPVC pipes for added safety. If a T&P valve is used, it should be connected to a drain. Before installing the water heater, ensure that the valve is operating correctly and that the air has been purged from the valve. Local code may also require the use of a T&P valve – check your local requirements and follow them accordingly. **All installations in the Commonwealth of Massachusetts and the State of Kentucky require the use of a pressure relief valve.**
- The maximum recommended water pressure for this product is 100 PSI. In homes where water pressure is higher, it is recommended that a pressure reduction valve be installed on the main incoming water supply line prior to installing the water heater.

PLUMBING INSTALLATION INSTRUCTIONS:

1. Connect the cold water supply line to the right side of the unit (cold water inlet). It is recommended that a manual shut off valve (ball valve) be installed at the cold water inlet so that a convenient water shut off point is available for future maintenance.
2. Connect the hot water supply line to the left side of the unit (hot water inlet).
3. Before connecting pipes to the water hoses, it is extremely important to FLUSH the lines to eliminate any plumbing paste or residue in the lines. Flex water heater hoses are recommended for ease of installation.
4. After both water lines are fastened securely, run water through the unit for at least 2 to 3 minutes to flush out any air pockets in the lines (PURGING). It is recommended that all faucets, showers, etc. be run during this process. Failure to purge the lines of air can cause permanent damage to the unit. This procedure MUST be performed before the electrical power is turned on. Repeat the procedure after any maintenance to the water heater or home's plumbing system is performed that may introduce air into the pipes.
5. Carefully inspect all connections, unions, and the pressure relief valve (if used) for leaks.
6. Install the water pan if needed (see special instructions for installation on a second floor or in a heated attic on page 5)

ELECTRICAL CONNECTION

PLEASE READ THESE INSTRUCTIONS CAREFULLY AND COMPLETELY BEFORE INSTALLATION AND USE OF THE PRODUCT. FAILURE TO DO SO COULD CAUSE PROPERTY DAMAGE, SERIOUS PERSONAL INJURY OR DEATH, AND WILL VOID THE WARRANTY.

THE WATER HEATER MUST BE INSTALLED BY A LICENSED ELECTRICIAN IN ACCORDANCE WITH ALL NATIONAL, STATE, LOCAL, AND/OR PROVINCIAL ELECTRICAL CODES.

- **DO NOT ATTEMPT TO INSTALL, REPAIR, OR DISASSEMBLE THIS WATER HEATER OR ANY ELECTRICAL APPLIANCE WITHOUT FIRST SHUTTING OFF ALL POWER TO THE UNIT DIRECTLY AT THE FUSE OR BREAKER BOX. SERIOUS BODILY INJURY OR DEATH COULD OCCUR IF THIS WARNING IS NOT HEEDED.**
- The Ecosmart electric tankless water heater unit must be installed to independent double pole breakers as per model specifications below.
- Each Ecosmart model comes supplied with the required wires for installation.
- Breaker size and wire gauge must meet all applicable local, state, provincial, and national electrical codes for your area – these are only guidelines that will apply to most installations. In the United States, wires and circuit protection (breakers) must comply with the U.S. National Electric Code (NEC) and in Canada with the Canadian National Electric Code (CEC). Please note that the CEC generally requires that all supply wires and breakers used for domestic hot water heating and hydronic heating applications be sized to a *minimum* of 125% of the maximum current rating of the water heater (see model specifications below for details).

- Some codes require use of electrical sub-panel for installation, especially when heater is not mounted within line-of-sight of the main electrical panel. Wiring should be sized to maintain a voltage drop of less than 3% under load.
- If your home is already equipped with a large number of electrical appliances, you may require a larger electrical service than the one recommended. Before installation, ensure that the home has sufficient electrical power available to handle the maximum amperage load of the model.

ELECTRICAL SPECIFICATIONS BY MODEL

VERIFY ALL VOLTAGE & AMPERAGE INFORMATION LISTED BELOW WITH THE ACTUAL LABEL SPECIFICIATIONS ON YOUR UNIT, IN CASE OF CHANGES OR VARIATIONS.

MODELS	ECO-16	ECO-18	ECO-21	ECO-24	ECO-27
ELEMENTS	2	2	3	3	3
EACH SUPPLY	8KW	9KW	7KW	8KW	9KW
VOLTAGE	240V	240V	240V	240V	240V
MAX. KW	16KW	18KW	21KW	24KW	27KW
WATTS	16000	18000	21000	24000	27000
MAX. AMP DRAW	66.6 AMPS	75 AMPS	87.5 AMPS	100 AMPS	112.5 AMPS
RECOMMENDED HOUSEHOLD ELECTRICAL	150 AMPS	150 AMPS	200 AMPS	200 AMPS	200 AMPS

MODELS	ECO-16	ECO-18	ECO-21	ECO-24	ECO-27
SERVICE					

WIRE GAUGE AND BREAKER SIZE CAN VARY BASED ON A NUMBER OF FACTORS, INCLUDING SUPPLIED VOLTAGE AND LENGTH OF CIRCUIT. CHECK LOCAL REQUIREMENTS.

MODELS	ECO-16	ECO-18	ECO-21	ECO-24	ECO-27
QUANTITY	2	2	3	3	3
AMPERAGE	40	40	40	40	40
BREAKER TYPE	DOUBLE POLE	DOUBLE POLE	DOUBLE POLE	DOUBLE POLE	DOUBLE POLE
WIRE GAUGE	2 x #8 AWG COPPER	2 x #8 AWG COPPER	3 x #8 AWG COPPER	3 x #8 AWG COPPER	3 x #8 AWG COPPER

ELECTRICAL INSTALLATION INSTRUCTIONS:

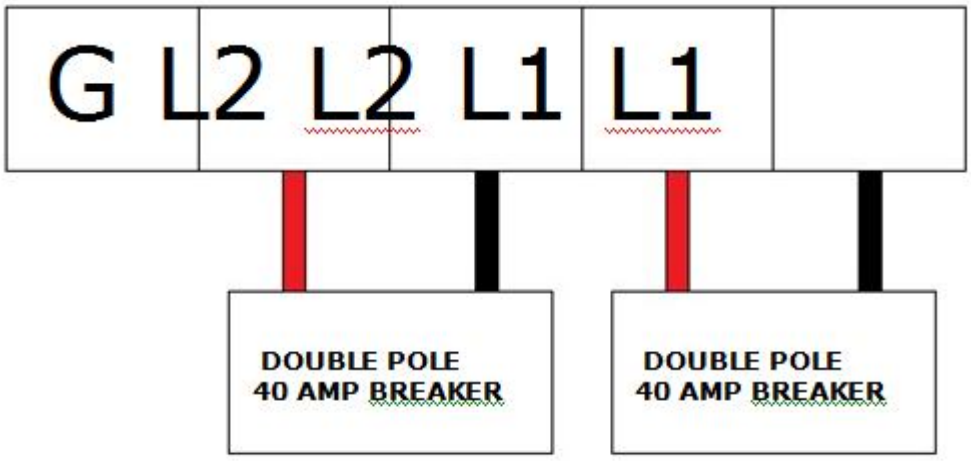
MODELS ECO-16 AND ECO-18 REQUIRE **2** SETS OF WIRES AND 1 GROUND (SEE WIRING DIAGRAM BELOW)
MODELS ECO-21 / ECO-24 / ECO-27 REQUIRE **3** SETS OF WIRES AND 1 GROUND (SEE WIRING DIAGRAM BELOW)

1. Always use the specified wire gauge and conform to all applicable electrical codes for size of breakers used.
2. Run **2** sets of wires (Models ECO-16 and ECO-18) from the main breaker panel to the tankless water heater. For units ECO-21 / ECO-24 / ECO-27, run **3** sets of wires.
3. Take each wire pair (1 red and 1 black wire per pair) and connect it to 1 breaker as shown in wiring diagram below.
4. A separate ground conductor is required for each incoming circuit.
5. Be certain that the correct connections have been made following the wiring diagram for the model # of your water heater. If a set of wires is crossed, the unit will not operate properly, even though it may turn on and appear to function.
6. Double check all electrical connections and wires to make sure that they are tight and

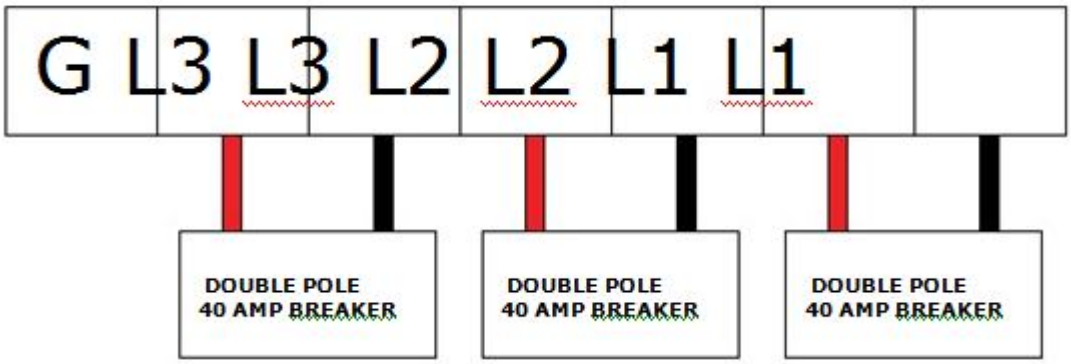
secure. Confirm that the correct wire gauge was used, and that the ground connections were made in accordance with all applicable codes.

7. Before turning the power on, the system must be flushed as required in the plumbing instructions.
8. When the unit is powered up the green LED indicator light will turn ON and then OFF. This is normal. The tankless hot water heater is now ready to use!

Wire connections to breakers / Models Eco 16 & 18



Wire connections to breakers / Models Eco 21, 24 & 27



HOW TO USE THE KNOB

POWER KNOB:

- Click the power knob once to turn the unit ON.
- Click the power knob again to turn the unit OFF.

ºC/ ºF CONVERSION:

- Press the knob for 3 seconds to change the display from ºC/ ºF.

TEMPERATURE CONTROLLER KNOB:

- Turn the knob clockwise to increase the temperature set on the thermostat.
- This will increase the water outlet temperature.
- Turn the knob counterclockwise to decrease the temperature set on the thermostat.
- This will decrease the water outlet temperature.
- The water temperature can be adjusted at any time to between 0º-125ºF (0º-51ºC).
- The temperature indicator light will stay on only when there is hot water in use.

ECOSMART US LLC
3315 NW 167th Street
Miami Gardens, FL 33056
www.ecosmartus.com
Telephone: 305-623-7900
Fax: 305-623-7923
Toll Free: 877-47-GOGREEN

ABOUT YOUR TANKLESS WATER HEATER

Congratulations on the purchase of your Tankless Water Heater! You have purchased the most technologically-advanced tankless water heater in the market today. Your ECOSMART Tankless Water Heater is backed by the industry's most comprehensive warranty.

Your new tankless water heater features advanced water flow rate and temperature sensors designed to modulate power to the heating elements to maintain a precise user-selected output water temperature between 85F and 140F (subject to incoming water temperature and power of the selected model). To get the best performance and energy savings from your tankless water heater, it is important that it be installed in accordance with our instructions and the electrical and plumbing codes applicable to your area, and that you read this manual thoroughly for important operating instructions and tips.

At any time, if you have any questions, please contact your Authorized Dealer, or contact us directly at:

ECOSMART US, L.L.C.
3315 NW 167TH
STREET, MIAMI GARDENS, FLORIDA 33056
Toll Free: 1-877-474-6473

GENERAL OPERATING INSTRUCTIONS

For the most part, operating your new tankless water heater is very similar to using any traditional water heating system. However, it is very important that you carefully read all of the set-up procedures and operating instructions and tips to ensure the maximum performance and energy savings from your new water heater. We recommend that all members of the household read these General Operating Instructions.

How your new water heater works: Your Tankless Water Heater does not store hot water like a conventional tank-type water heater. It contains very high powered heating elements that are capable of heating water instantly on-demand as you need it. As soon as you turn on a hot water faucet, a sophisticated flow sensor recognizes that you have turned on the water. This sensor measures the water flow rate while another sensor measures the incoming water temperature. This information is transmitted continually to the computer logic controls which decide how much power to send to the heating elements to heat the water to your desired temperature.

Since your new water heater works on a demand basis, it will absolutely never run out of hot water no matter how many back to back showers you run!

It is important to keep in mind that all tankless water heaters are subject to a maximum flow rate that they can handle all at once. If you exceed this flow rate, the heater will not be capable of fully heating

the water. How much water you will be able to demand from your water heater at any given time will depend on the model you have selected and your incoming water temperature. **If you live in an area of the country where inlet water temperatures average 55º F or you have cold winters, you will probably NOT be able to run multiple large water demands at the same time, however, you will be able to run all your hot water applications back to back without ever having to wait. You will enjoy UNLIMITED HOT WATER. SEE CHART ON NEXT PAGE.**

Moreover, since a tankless water heater eliminates the ongoing thermal losses caused by storing hot water in a tank, you will enjoy significant energy savings over a conventional water heater. When you use hot water in your home with a conventional water heater, you need to mix a considerable volume of cold water to cool the hot water down to a safe, comfortable level for showering and bathing, etc. You need to do this with a traditional tank-type water heater because they are set at extremely high temperature setting to prevent them from running out of hot water quickly. With our tankless water heater, you will generally set the temperature at a much lower level since it is capable of heating your water on demand. This level will be much closer to the actual temperature at which you feel comfortable showering or bathing. Accordingly, when you use your faucet controls to run a shower or bath, you will no longer have to mix as much cold water, in fact, you may mix very little or no cold water. This is perfectly normal and means that you are no longer wasting energy and water by overheating your water.

MAXIMUM FLOW RATES IN GALLONS PER MINUTE AT 105F OUTLET TEMPERATURE
(based on 240V input power)

Incoming water temperature	Model Eco 16	Model Eco 18	Model Eco 21	Model Eco 24	Model Eco 27
40F	1.7	1.9	2.2	2.5	2.8
45F	1.8	2	2.4	2.7	3.1
50F	1.9	2.2	2.6	3	3.3
55F	2.2	2.4	2.9	3.3	3.7
60F	2.4	2.7	3.2	3.6	4.1
65F	2.7	3.1	3.6	4.1	4.6
70F	3.1	3.5	4.1	4.7	5.2
75F	3.6	4.1	4.8	5.4	6.1
80F	4.4	4.9	5.7	6.5	7.3

SETTING THE OUTLET WATER TEMPERATURE:

The user controls on your new tankless water heater are very easy to operate. The digital display will show your current set water temperature at all times that the water heater is running.
To set the temperature, start by turning on any water faucet. The digital display will light up and give you the current temperature setting of the unit. To increase this setting, turn the control knob to "Increase." or "Decrease." your temperature setting. You can set the temperature at any level between 80F (27C) and 140F (60C). To change the digital display from Fahrenheit to Celsius, simply press the control knob for 3 seconds.

Most people feel comfortable showering or bathing at a temperature between 98 and 105F (37 to 41C). We recommend that you set the output water temperature of your water heater at either 105 or 110F (approx .41 - 43 C). This will ensure you have adequate hot water to meet all of your household needs while also maximizing your available water flow rate, reducing the risk of scalding to children and the elderly, and increasing the energy savings you achieve.

Note: All newer model dish washing machines are normally equipped with an internal heating element, and most clothes washing detergents are now designed for use in cold or warm water. There is no longer a need set your water heater to a temperature above 125F. Temperatures above this level (which most traditional water heaters are set to deliver) can cause serious scalding injuries to small children or elderly persons in your home.

If you ever detect a water leak from your water heater, turn off the water supply at the shut-off valve on the inlet side of the water heater, turn off the power to the heater and call us for technical assistance.

MAINTENANCE

Your new electric tankless water heater requires no maintenance. However, to ensure maximum performance of your water heater and to reduce the risk of a water leak, we do recommend the following maintenance:

You should inspect the CONNECTIONS on the inlet and outlet of the water heater at least on an annual basis for any signs of damage or failure. Any signs of damage, cracks, leakage or weakness should be replaced. Take care not to over-tighten the connections. Serious internal damage to your water heater can occur if you over-tighten the water heater connections at the unit.

IMPORTANT NOTES:

As with all electrical appliances, under no circumstances should you attempt to install, repair or disassemble this water heater without first shutting off all power to the unit directly at the fuse or breaker box. SERIOUS BODILY INJURY OR DEATH COULD OCCUR IF YOU IGNORE THIS WARNING.
When any maintenance is performed on the water heater or the home's plumbing system that may introduce air into the plumbing pipes, it is important to turn the power off to the water heater and purge the air out of the lines before allowing the unit to power up. FAILURE TO DO SO COULD CAUSE PERMANENT DAMAGE TO THE HEATING ELEMENTS.

If you have a water supply with a high level of mineralization (hard water), you should increase the frequency of your maintenance.

TROUBLESHOOTING GUIDE

Are you having problems with your water heater?

Do not return your heater to your Authorized Dealer. Please call our customer service dept.

TOLL FREE 877-474-6473

or call your Authorized Dealer for assistance.

All units are thoroughly tested before they leave our factory. In rare instances, your unit could arrive with internal or external damage that may affect its performance. All units are factory tested as follows:

PRESSURE INTEGRITY TEST

Each unit is pressure tested at 180 PSI to insure against leaks. This is over 3.5 times the water pressure that the unit will experience in a typical residential installation.

ELECTRICAL INTEGRITY TEST

Each unit is tested to verify that there are no short circuits and that the unit's circuitry is properly

configured (Die electric voltage test).

SPECIFICATIONS LEVEL TEST

Each unit is temporarily attached to a testing station that duplicates the conditions present in a typical residential installation. The unit is turned on and the temperature of the water produced by the unit is measured at several flow rates to insure that the proper temperature rise specifications are met and that the unit self-regulates with the varying flow rates.

The following table represents some of the most common technical support questions we receive.
Before calling us, please read thoroughly to see if your question or problem is addressed.

PROBLEM	POSSIBLE CAUSE	SOLUTION
Water heater is not heating at all (water is flowing but the unit is not heating at all - the incoming water temperature is the same as my cold water supply) - the digital display does NOT light up.	No power or incorrect wiring.	Make sure the breakers at main electrical panel are ON. You may have a faulty breaker or the unit may be wired incorrectly.
	Flow rate is too low / water pressure is too low.	Your water heater has an activation flow rate of approximately 0.25 GPM. If your water flow rate is less than this level, your unit will not activate. Increase the flow rate.
Water heater is not heating at all (water is flowing but the unit is not heating at all - the incoming water temperature is the same as my cold water supply). The digital display DOES light up.	Internal part failure.	Please call us for technical assistance.
Water heater is heating but the water temperature is not hot enough.	User temperature setting too low.	Turn up the temperature setting on the unit. (see General Operating Instructions section of this manual)
	Flow rate is too high.	Depending on your incoming water temperature and the power output of your model, your water flow rate may exceed the physical heating capacity of your water heater. Reduce the flow rate at the faucet or slightly close the shut-off valve installed on the inlet side of your heater to reduce the inlet water flow rate. (see General Operating Instructions section of this manual)
	Crossed wires.	If it's a new installation, have your electrician double check the wiring. Is possible that the wiring is incorrect.
	Voltage less that 240 volts.	The heating elements on your water heater are designed for 240 volts. When use with a lower voltage, they produce less heating power. You may need to upgrade to a larger model. Call your authorized dealer for more information.
	Mixing too much cold water.	You do not need to mix as much cold water with your tankless water heater compared to when you use a conventional water heater. You may also have an anti-scald feature on your faucet that is mixing cold water. These types of faucets can usually be adjusted to reduce the amount of cold water mixed. (see General Operating Instructions section of this manual)
The water temperature at my faucet is less than the temperature setting of my water heater.	Voltage less that 240 volts.	The computer chips in your tankless water heater are programmed with the expectation that your incoming line voltage is 240 volts. If you have less than 240 volts, it may affect the reading on your water heater's digital display and cause it to read slightly higher than the actual output temperature. To compensate for this, increase the setting on your water heater if you need / want hotter water.
	Anti-Scald pressure/balancing valve or tempering	Your faucet may have an anti-scald feature or a

	valve.	tempering valve that automatically mixes cold water even when you turn your control lever or handle to full hot. These devices are usually adjustable so you can turn off the cold mix completely. You can compensate for this by increasing the setting on your water heater if you need/want hotter water.
	Thermal loss due to long pipe run.	As the hot water from the heater runs through the hot water delivery system to you faucet, some heat will be lost especially if it has long distance to travel or the pipes are cold. This is normal. You can compensate for this by increasing the setting on your water if you need/want hotter water.

ECOSMART U.S. LLC
MANUFACTURERS WARRANTY
MAINLAND USA & CANADA - LIMITED LIFETIME
OUTSIDE MAINLAND USA –5 YEARS

1. PRODUCT WARRANTY: Ecosmart U.S. L.L.C. warrants to the original purchaser at the original address or the authorized transferee of such purchaser (collectively, the "Buyer") Ecosmart Tankless Water Heater and its components to be free from defects in materials and workmanship, under normal use and service from the date of installation, provided that the Product is installed within thirty (30) days from date of receipt and installed by a licensed electrician and plumber (specific proof required) and maintained in accordance with Products written instructions. The Product Warranty will be in effect upon receipt of the Warranty Registration by Ecosmart U.S. offices. The Warranty Registration is included in the Operating and Maintenance Manual supplied with each new product and must be fully completed and submitted via fax, mail or website within (30) days of receipt of Product. Incomplete Warranty Registrations will not be accepted. Product Warranties are void without receipt of Warranty Registration within (30) days of receipt of Product.

SUCH WARRANTIES DO NOT COVER:

- Product failure caused by liming, sediment buildup, chemical corrosion, chlorine/chloride corrosion, or freezing.
- Product failure caused by the failure to remove air from system prior to or during operation.
- Product misuse, tampering or misapplication, accidental damage, improper installation or the application of improper voltage.
- Costs incurred for shipping, delivery, handling and/or administrative charges.
- Labor charges of any kind.

THE FOREGOING WARRANTIES ARE EXCLUSIVE AND IN LIEU OF ANY OTHER WARRANTY, EXPRESSED OR IMPLIED, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE OR PATENT OR OTHER INTELLECTUAL PROPERTY RIGHT INFRINGEMENT.

2. LIMITATION OF REMEDIES AND DAMAGES: Ecosmart U.S. L.L.C. liability and Buyer's exclusive remedy hereunder will be limited solely to repair or replacement of Product under Warranty by Ecosmart Service Center with respect to any claim made within the applicable Warranty. Ecosmart U.S. L.L.C. reserves the right to accept or reject any such claim in whole or in part. Ecosmart U.S. L.L.C. will not accept the return of any product without prior written approval from Ecosmart Service Center and the issuance of a Return Merchandise Authorization Number clearly marked on the outside packaging of the return shipment.

ECOSMART U.S LLC WILL NOT BE LIABLE, UNDER ANY CIRCUMSTANCES, FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES, INCLUDING BUT NOT LIMITED TO LABOR COSTS OR LOST PROFITS RESULTING FROM THE USE OF (OR INABILITY TO USE) THE PRODUCTS OR FROM THE PRODUCTS BEING INCORPORATED IN OR BECOMING A COMPONENT OF ANY OTHER PRODUCT OR GOODS.

Warranty Transfer Information: The Warranty may be transferred to one (1) subsequent homeowner at the same physical address upon payment to Ecosmart U.S. L.L.C. of the applicable transfer fee:

- ECO 11 and Under $125.00
- ECO16 thru ECO18 $250.00
- ECO 21 thru ECO 27 $350.00

Said transfer fee and second owner information including a copy of new Deed must be submitted by Certified Mail within 7 days of the sale Closing Date.

3. WARRANTY REGISTRATION: To be covered under the Ecosmart U.S. L.L.C. Manufacturer's Limited Lifetime Warranty Buyer must register product within thirty (30) calendar days of receipt of Product using the Warranty Registration Card included with the Product, this Warranty may be submitted via mail to:

ECOSMART U.S. L.L.C.
3315 NW 167th STREET
MIAMI GARDENS, FLORIDA 33056.

THIS IS A LIMITED LIFETIME MANUFACTURER'S WARRANTY THAT CONVEYS BENEFITS TO THE ORIGINAL PURCHASERS, SUBJECT TO THE TERMS AND CONDITIONS SET FORTH HEREIN. Keep Product documents in a safe and secure location. Buyer obligation under the terms of purchase and sale require that Warranty Registration must be returned within the prescribed timeframe (within 30 calendar days) and retain all proof of purchase, installer receipts for Warranty in order to protect Buyer's rights and obtain Manufacturer's Limited Lifetime Warranty benefits. The Warranty resides with the Buyer with proof of purchase; not simply with an individual in possession of a Product. If the Product is to be installed in new construction at a date later than 30 days from the date of receipt, send further information in advance of thirty (30) day deadline when known so we may update your Warranty record.

4. FURTHER LIMITATIONS AND EXCLUSIONS AFFECTING YOUR WARRANTY: This warranty is void if the Product is not

installed in accordance with relevant, local electrical and plumbing codes and in accordance with the installation instructions specified by the manufacturer. Local codes will override manufacturer's instructions at the time of installation and if additional installation parts are required, the costs will be the responsibility of Buyer. Above ground level installations must be protected with drip pans and drains just as the codes call for protective requirements used in regular hot water tank installations. Buyer hereby accepts the entire responsibility for ascertaining whether they have sufficient electrical power at their residence to operate our Electric Tankless Water Heaters as indicated in our specifications which are readily available at our website (WWW.ECOSMARTUS.COM), in our brochures and contained in the shipping box for installers to read before installations. If, within (30) days of purchase and prior to installation, the Buyer finds that the purchased unit is not suitable for their demands Buyer must return the unit to the ECOSMART office. Buyer is responsible for any charges that may be incurred to complete the return. A Buyer is eligible for a full refund or credit ONLY if the returned unit is received by ECOSMART within thirty (30) calendar days of receipt AND has been inspected by ECOSMART and found to be in the same condition as when purchased. Only when these two conditions are met will a Buyer receive a refund or replacement unit. Ecosmart U.S., LLC will not accept the return of any product without prior written approval from Ecosmart U.S., LLC and the issuance of a Return Merchandise Authorization Number clearly marked on the outside packaging of the return shipment.

AFTER (30) CALENDAR DAYS FROM RECEIPT OF PRODUCT THERE WILL BE NO RETURNS OR WARRANTY WITHOUT RECEIPT OF WARRANTY REGISTRATION BY ECOSMART US. BUYER ACCEPTS ALL SALES AS FINAL. ANY ALTERATION TO THE PRODUCT VOIDS ALL WARRANTIES. Ecosmart U.S. L.L.C. IS NOT RESPONSIBLE FOR ANY OTHER CHARGE OR EXPENSE INCURRED, OTHER THAN THE ORIGINAL PURCHASE PRICE OF THE PRODUCT. Ecosmart U.S. L.L.C. shall not be liable for consequential, special, incidental or contingent expenses or damages arising directly or indirectly from any defect in or of the Product; nor will Ecosmart U.S. L.L.C. be liable for any water damage arising directly or indirectly from the use of the Product or from the failure of or defect in any component part or connecting plumbing. Ecosmart U.S. L.L.C. and Buyer agree to the above terms in their entirety and accept all sales as final without recourse to a credit card company or other financial institution and hereby agree to stipulations and specifications defined within Manufacturer's Limited Lifetime Warranty.

5. WARRANTY PROCEDURES FOR SERVICE: Have a licensed electrician determine the exact issue that requires repair. Please note that technical support is available for qualified technicians only (licensed electricians and/or plumbers). Technical support that involves potentially dangerous electrical conditions is not available to unqualified persons. When contacting Ecosmart Service Center, please be sure that the technician has a copy of the original Warranty Registration and has reviewed the "Homeowners and Installation Manual" that was supplied with the Product. Ecosmart Technical Assistance, at its sole discretion, will determine the best method for repair. Methods of repair include, but are not limited to, replacement of specific part of Product or replacement of whole unit. If a whole unit requires replacement under the terms of this Manufacturer's Warranty, the original unit must be returned to the ECOSMART office. Buyer must secure the cost of return delivery and replacement unit with a valid U.S. credit card. Credit Card Authorization Forms are available upon request. If the replaced unit arrives at the Ecosmart office within ten (10) calendar days of shipment of new unit and is found to comply within the specifications of this Manufacturer's Warranty then the credit card will not be charged, otherwise, Buyer will be charged amount of replacement unit and shipment cost as agreed upon within Credit Card Authorization Form. If Ecosmart Technical Assistance determines a component requires repair or replacement under the terms of this Manufacturer's Limited Lifetime Warranty, the part will be shipped via standard ground delivery. **If faster shipping service is desired, the Buyer must select and pay for same.**

ANY QUESTIONS REGARDING OUR WARRANTY SHOULD BE DIRECTED TO OUR SERVICE CENTER BY CALLING TOLL FREE 877-474-6473 BETWEEN 9:00 AM and 5:00 PM MONDAY thru FRIDAY EASTERN TIME. NO RETURN WILL BE ACCEPTED BY ECOSMART WITHOUT PRIOR APPROVAL AND THE ISSUANCE OF RETURN MERCHANDISE AUTHORIZATION NUMBER CLEARLY MARKED ON THE EXTERIOR OF PACKAGING.

Ecosmart US LLC. 3315 NW 167th Street
Miami Gardens, Florida 33056
TOLL FREE: 877-474-6473